

Re: Coutts // Temporary Increase to Hours of Service at Carway and Del Bonita POEs

From: "Vinette, Denis R." <denis.vinette@cbsa-asfc.gc.ca>
To: "Johnston, Jag" <jag.johnston@cbsa-asfc.gc.ca>
Cc: "Ossowski, John" <john.ossowski@cbsa-asfc.gc.ca>, "Gallivan, Ted" <ted.gallivan@cbsa-asfc.gc.ca>
Date: Wed, 02 Feb 2022 00:52:17 +0000

There are no assurances rcmp would necessarily be able to prevent blockades elsewhere. That is the risk that comes with making public.

So we've extended till 10 pm yesterday and today. Brad will engage with CBP about 7/24 and report back.

I would recommend we hold on social media and further comms until tomorrow but don't know what political commitments have been made.

Denis R. Vinette

On Feb 1, 2022, at 7:44 PM, Vinette, Denis R. <Denis.Vinette@cbsa-asfc.gc.ca> wrote:

Rcmp have come back to say they have no concerns if we do comms.

My concern is that if we are open and tell everyone to avoid Coutts and go to the other POEs, parts of the convoy or other actors will respond and block those POEs as well. CBP are advising travellers and trucks as they arrive. My advice is to stay quiet about it for now.

Alberta Transportation has reached out to Brad also and that call may take place shortly. I will most likely join him in it.

Denis

On Feb 1, 2022, at 7:40 PM, Johnston, Jag <Jag.Johnston@cbsa-asfc.gc.ca> wrote:

Hi John and Ted,

Seeking your direction on the recommended approach below re Comms.

From: "Marchildon, Caroline" <Caroline.Marchildon@cbsa-asfc.gc.ca>
Date: February 1, 2022 at 7:34:53 PM EST
To: "Wozny, Brad" <Brad.Wozny@cbsa-asfc.gc.ca>, "Vinette, Denis R." <Denis.Vinette@cbsa-asfc.gc.ca>, "Millar, Scott" <Scott.Millar@cbsa-asfc.gc.ca>,

"Johnston, Jag" <Jag.Johnston@cbsa-asfc.gc.ca>
Cc: "Crowe, Kelly" <Kelly.Crowe@cbsa-asfc.gc.ca>, "Peters, Jeryn" <Jeryn.Peters@cbsa-asfc.gc.ca>, "Laurencelle-Peace, Lisa" <Lisa.Laurencelle-Peace@cbsa-asfc.gc.ca>, "Tame, Benjamin" <Benjamin.Tame@cbsa-asfc.gc.ca>, "Giolti, Patrizia" <Patrizia.Giolti@cbsa-asfc.gc.ca>, "Reimer, Luke" <Luke.Reimer@cbsa-asfc.gc.ca>, "Snider, Candice" <Candice.Snider@cbsa-asfc.gc.ca>, "Wu, Kristine" <Kristine.Wu@cbsa-asfc.gc.ca>, "Johnston, Jag" <Jag.Johnston@cbsa-asfc.gc.ca>, "Quinn, Robyn" <Robyn.Quinn@cbsa-asfc.gc.ca>
Subject: RE: Coutts // Temporary Increase to Hours of Service at Carway and Del Bonita POEs

Hi again,

As discussed with Denis, we would hold for now from an Agency perspective, but MO could release the following as they have been asked to react to the Premier's request: **We asked the CBSA to look into extending the hours in concert with US CBP.** Jag, can you confirm that the President is ok with this approach before I follow up with MO again?

Thank you!

Caroline Marchildon

Director General, Communications / Directrice générale,
Communications

Strategic Policy Branch / Direction générale de la politique stratégique
Canada Border Services Agency / Agence des services frontaliers du Canada

caroline.marchildon@cbsa-asfc.gc.ca – Tel / Tél. : 819-921-8766

From: Marchildon, Caroline <Caroline.Marchildon@cbsa-asfc.gc.ca>

Sent: February 1, 2022 7:03 PM

To: Wozny, Brad <Brad.Wozny@cbsa-asfc.gc.ca>; Vinette, Denis R. <Denis.Vinette@cbsa-asfc.gc.ca>; Millar, Scott <Scott.Millar@cbsa-asfc.gc.ca>

Cc: Crowe, Kelly <Kelly.Crowe@cbsa-asfc.gc.ca>; Peters, Jeryn <Jeryn.Peters@cbsa-asfc.gc.ca>; Laurencelle-Peace, Lisa <Lisa.Laurencelle-Peace@cbsa-asfc.gc.ca>; Tame, Benjamin <Benjamin.Tame@cbsa-asfc.gc.ca>; Giolti, Patrizia <Patrizia.Giolti@cbsa-asfc.gc.ca>; Reimer, Luke <Luke.Reimer@cbsa-asfc.gc.ca>; Snider, Candice <Candice.Snider@cbsa-asfc.gc.ca>; Wu, Kristine <Kristine.Wu@cbsa-asfc.gc.ca>; Johnston, Jag <Jag.Johnston@cbsa-asfc.gc.ca>; Quinn, Robyn <Robyn.Quinn@cbsa-asfc.gc.ca>

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See question/comment from MO below. Can we chat please 819-921-8766.

I understand the rationale, but how will people know they can use these crossings if there's nothing public about it?

Also, Premier Kenney just said that he's calling on us to expand the hours of other crossings, so I think we need to say something publicly.

Sent from my iPhone

On Feb 1, 2022, at 6:57 PM, Wozny, Brad <Brad.Wozny@cbsa-asfc.gc.ca> wrote:

Yes, all external communications on this are on hold

Thanks

Brad

From: Crowe, Kelly <Kelly.Crowe@cbsa-asfc.gc.ca>
Sent: February 1, 2022 5:56 PM
To: Wozny, Brad <Brad.Wozny@cbsa-asfc.gc.ca>; Peters, Jeryn <Jeryn.Peters@cbsa-asfc.gc.ca>
Cc: Laurencelle-Peace, Lisa <Lisa.Laurencelle-Peace@cbsa-asfc.gc.ca>; Tame, Benjamin <Benjamin.Tame@cbsa-asfc.gc.ca>; Marchildon, Caroline <Caroline.Marchildon@cbsa-asfc.gc.ca>; Giolti, Patrizia <Patrizia.Giolti@cbsa-asfc.gc.ca>; Reimer, Luke <Luke.Reimer@cbsa-asfc.gc.ca>; Snider, Candice <Candice.Snider@cbsa-asfc.gc.ca>; Wu, Kristine <Kristine.Wu@cbsa-asfc.gc.ca>
Subject: RE: Coutts // Temporary Increase to Hours of Service at Carway and Del Bonita POEs

Hello!

Just to close the loop: We have heard from Caroline (and as you are already aware) that we are not doing public-facing messaging for now on this. We will reconvene in the morning – maybe the situation will have changed again!

Thanks,
Kelly

Kelly Crowe
A/Assistant Director – Comms West
613-220-3961

From: Crowe, Kelly
Sent: February 1, 2022 6:17 PM
To: Wozny, Brad <Brad.Wozny@cbsa-asfc.gc.ca>; Peters, Jeryn <Jeryn.Peters@cbsa-asfc.gc.ca>
Cc: Laurencelle-Peace, Lisa <Lisa.Laurencelle-Peace@cbsa-asfc.gc.ca>; Tame, Benjamin <Benjamin.Tame@cbsa-asfc.gc.ca>; Marchildon, Caroline <Caroline.Marchildon@cbsa-asfc.gc.ca>; Giolti, Patrizia <Patrizia.Giolti@cbsa-asfc.gc.ca>; Reimer, Luke <Luke.Reimer@cbsa-asfc.gc.ca>; Snider, Candice <Candice.Snider@cbsa-asfc.gc.ca>; Wu, Kristine <Kristine.Wu@cbsa-asfc.gc.ca>
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Hello,

For approval: News release and tweet (both in the attached) on the neighbouring ports extending their hours of service. This is less detailed than the notice sent to MINO but conveys the same information.

Next steps:

- Please feel free to reply all and be frank and thorough in your feedback and/or approval.
- We will aim to get this out by email and on twitter tonight.
- We will post to Canada.gc.ca tomorrow morning.
- Question: How do we update the Directory of services and offices? (I will also ask my communications colleagues.)

~k

Kelly Crowe
Senior communications advisor – I&E | Conseillère principale en communications –
DGREL
NEW | NOUVEAU : 613-220-3961

From: Wozny, Brad <Brad.Wozny@cbsa-asfc.gc.ca>
Sent: February 1, 2022 3:45 PM
To: Crowe, Kelly <Kelly.Crowe@cbsa-asfc.gc.ca>; Peters, Jeryn <Jeryn.Peters@cbsa-asfc.gc.ca>
Cc: Laurencelle-Peace, Lisa <Lisa.Laurencelle-Peace@cbsa-asfc.gc.ca>; Tame, Benjamin <Benjamin.Tame@cbsa-asfc.gc.ca>
Subject: FW: Coutts // Temporary Increase to Hours of Service at Carway and Del Bonita POEs

Kelly/Jeryn, just making sure our lines are “in line” with the messaging below.

From: Badour, Dan <Dan.Badour@cbsa-asfc.gc.ca>
Sent: February 1, 2022 2:37 PM
To: Vinette, Denis R. <Denis.Vinette@cbsa-asfc.gc.ca>; Gaspar, Fred <Fred.Gaspar@cbsa-asfc.gc.ca>; Harris, Scott <Scott.Harris@cbsa-asfc.gc.ca>
Cc: Blanchard, NathalieX <NathalieX.Blanchard@cbsa-asfc.gc.ca>; Hoag, Shawn <Shawn.Hoag@cbsa-asfc.gc.ca>; Lamarche, Lynne <Lynne.Lamarche@cbsa-asfc.gc.ca>; Sousae, Annie <Annie.Sousae@cbsa-asfc.gc.ca>; Wozny, Brad <Brad.Wozny@cbsa-asfc.gc.ca>; Laurencelle-Peace, Lisa <Lisa.Laurencelle-Peace@cbsa-asfc.gc.ca>; Clairoux, Lara <Lara.Clairoux@cbsa-asfc.gc.ca>; Boismier, Emilie <Emilie.Boismier@cbsa-asfc.gc.ca>
Subject: Coutts // Temporary Increase to Hours of Service at Carway and Del Bonita POEs

Proposed message below to PO/MINO advising of temporary increase to hours of service at the POEs located in the vicinity of Coutts AB due to the ongoing protest and blockade of the highway. Prairie Region will work with Comms for media and updates to Directory of Services as required.

The CBSA will be temporarily expanding hours of service at two ports of entry (POE) in Alberta due to the ongoing protest and blockade in the immediate vicinity of the CBSA Port of Entry (POE) at Coutts, Alberta. This short-term measure will allow the CBSA to alleviate impacts to travellers that are unable to access CBSA

services at Coutts Alberta while the protest activity is underway. US Customs and Border Protection (US CBP) have been consulted and have agreed to extend their hours of service to match CBSA's temporary extension effective today.

The two land POEs are located adjacent to the Coutts and are designated under the Immigration and Refugee Protection Act (IRPA) regulations to provide immigration services.

1. [Carway, Alberta](#) – currently scheduled from 08:00 to 18:00 hours (MT), temporary expansion to 08:00 to 22:00 hours (MT);
2. [Del Bonita, Alberta](#) – currently scheduled from 09:00 to 17:00 hours (MT), temporary expansion to 09:00 to 22:00 hours (MT); and

Traders and commercial carriers will continue to be advised that three adjacent commercial ports of entry remain available at Regway SK, North Portal SK and Roosevelt BC.

The CBSA will closely monitor volumes will assess the continued requirement for revised hours of operation at the two POEs. The CBSA will return to the previous hours of operation at these sites when rerouted traffic destined to Coutts has subsided.

Dan Badour

Acting Director General / Afghanistan Task Force
Operational Guidance and Support Directorate / Travellers Branch
Canada Border Services Agency / Government of Canada
Dan.Badour@cbsa-asfc.gc.ca / Cel: **Personal** / TTY: 866-335-3237

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Direction de l'orientation et soutien opérationnels / Direction générale des voyageurs
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Dan.Badour@cbsa-asfc.gc.ca / Tél. cell.: **Personal** / ATS: 866-335-3237